

A photograph of a water tower and a gazebo in Franklin Park, Illinois. The water tower is white with a lattice structure and has the text "THE VILLAGE OF FRANKLIN PARK" on its upper section. The gazebo is a small, white, square structure with a brown roof and four columns. The background shows a clear blue sky with some clouds and green trees.

THE VILLAGE OF FRANKLIN PARK ILLINOIS

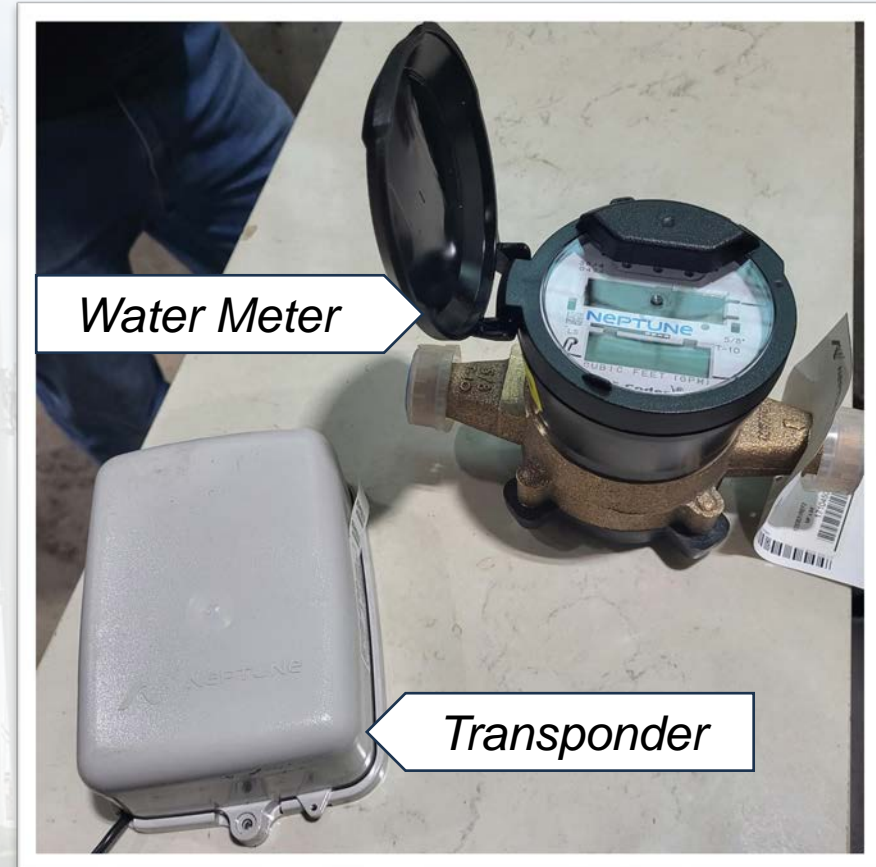
Water Bills and Equipment Replacement

Call (847) 671-8252 or email ekubkowski@voftp.com
to schedule your in-home transponder replacement, to discuss your bill, adjustments, develop a payment
plan, waive late fees, and/or even reduce some charges.

Water Meter Transponder Replacement

The Village is not replacing water meters. **We are replacing the transponder at no cost to the resident.**

- The transponder only lasts about 15 years.
- Water usage is recorded in the meter head and the transponder transmits usage to the Village.
- Some water meter heads are being upgraded if necessary.



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Water Meter Transponder Replacement

Since 2019, the Village has printed a request on EVERY monthly water bill asking **residents to call if their bill states, “ESTIMATED.”**

- To date, 5700 residents have contacted the Village and have had their transponders replaced.
- The Village also mailed letters to homes and left notices at the doors of residents who did not respond.
- Residents who paid a water bill at Village Hall that stated ESTIMATED were told it was important to contact the water department immediately to schedule an upgrade in order to receive the ACTUAL bills.
- The Village can only replace old transponders by entering homes which **requires a resident’s participation.**

Call (847) 671-8252 or email ekubkowski@vofp.com
to schedule your in-home transponder replacement, to discuss your bill, adjustments, develop a payment plan, waive late fees, and/or even reduce some charges.

Water bills are mailed with notifications urging residents to contact the Village if their bill contains an **ESTIMATED** reading.

Water bill with an ESTIMATED reading



Leyden Family Services will be at Village Hall on August 16 from 9 AM until Noon to help residents apply for government programs.

The Village-wide Garage Sale will be held on August 18, 19 and 20. To be included in the sale, email clerk@vofp.com or call (847) 671-8242.

The next Blood Drive will be held on Friday, September 1 from 3 until 7:30 PM at the Franklin Park Police Station

Village Hall will be closed Monday, September 4 for Labor Day. Trash and recycling pick up will take place on Tuesday, September 5.

Check the top of your water bill for the type of reading you received. If your bill states ESTIMATED, call (847) 671-8252 to schedule an appointment to verify your reading.

PLEASE SEE OTHER SIDE FOR ADDITIONAL BILLING INFORMATION

BILL DATE: 08/08/2023 ACCOUNT NUMBER: [REDACTED]
 NAME: [REDACTED]
 SERVICE ADDRESS: [REDACTED]

METER INFORMATION		BILLING PERIOD	
Serial Number	[REDACTED]	Current Reading Date	07/31/2023
Current Reading	1556	Previous Reading Date	06/30/2023
Previous Reading	1553	Type of Reading	ESTIMATED
Usage (100 Cubic Feet)	3		

LATE FEES/ADJUSTMENTS \$0.00
 LAST PAYMENT RECEIVED \$77.68
 PAST DUE BALANCE **\$0.00**

CURRENT CHARGES
 Water \$30.34
 Sewer \$18.22
 Garbage \$25.45
TOTAL CURRENT CHARGES \$74.01

TOTAL AMOUNT DUE BY 08/29/2023 \$74.01
TOTAL AMOUNT DUE AFTER 08/29/2023 \$81.41

A 10% LATE PENALTY WILL BE ADDED TO YOUR BILL IF PAYMENT IN FULL IS NOT RECEIVED BY DUE DATE

To register for a garage sale, call (847) 671-8242, visit the Clerk's Office at Village Hall, or apply online at vofp.com.

Early Voting for the June 28, 2022, Gubernatorial Primary Election will take place June 13-27 at Village Hall. Go to vofp.com for details.

Leyden Family Service will be at Village Hall on Wednesday, June 15 from 9 AM until noon to help you apply for government programs.

Check the top of your water bill for the type of reading you received. If your bill states ESTIMATED, call (847) 671-8252 to schedule an appointment to verify your reading.

PLEASE SEE OTHER SIDE FOR ADDITIONAL BILLING INFORMATION

BILL DATE: 06/08/2022 ACCOUNT NUMBER: [REDACTED]
 NAME: [REDACTED]
 SERVICE ADDRESS: [REDACTED]

METER INFORMATION		BILLING PERIOD	
Serial Number	[REDACTED]	Current Reading Date	05/31/2022
Current Reading	880	Previous Reading Date	04/30/2022
Previous Reading	876	Type of Reading	ACTUAL
Usage (100 Cubic Feet)	4		

LATE FEES/ADJUSTMENTS \$0.00
 LAST PAYMENT RECEIVED \$94.84
 PAST DUE BALANCE **\$0.00**

CURRENT CHARGES
 Water \$34.68
 Sewer \$20.83
 Garbage \$25.45
TOTAL CURRENT CHARGES \$80.96

TOTAL AMOUNT DUE BY 06/29/2022 \$80.96
TOTAL AMOUNT DUE AFTER 06/29/2022 \$89.06

A 10% LATE PENALTY WILL BE ADDED TO YOUR BILL IF PAYMENT IN FULL IS NOT RECEIVED BY DUE DATE

Water bill with an ACTUAL reading





9500 W Belmont Avenue
Franklin Park, Illinois 60131
T 847.671.8252
F 847.671.7931
www.vofp.com

WATER DEPARTMENT

Dear Franklin Park Resident:

It has come to our attention that your water bill is currently being estimated. To ensure that this does not lead to an adjustment on your bill at a later time, we would like to make arrangements to repair the problem as soon as possible.

It would be greatly appreciated if you would call us to schedule your appointment so we can fix your account and get actual read.

I can be reached at 847-671-8252, Monday-Friday, 8am-4.30pm.

Thank you,

Franklin Park Utilities Department
847 671 8252



9500 W Belmont Avenue
Franklin Park, Illinois 60131
T 847.671.8252
F 847.671.7931
www.vofp.com

WATER DEPARTMENT

NOTICE

Dear Franklin Park Resident:

Village of Franklin Park, Water Division needs to schedule appointment to upgrade your meter to our new Neptune system. Appointment should not take more than 20 min.

It would be greatly appreciated if you would call us to schedule your appointment so we can upgrade your meter.

We can be reached at 847-671-8252 or email ekubkowski@vofp.com , Monday-Friday, 8am-4.30pm.

Thank you,

Franklin Park Utilities Department
847 671 8252



9500 W Belmont Avenue
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WATER DEPARTMENT

FINAL NOTICE

Dear Franklin Park Resident:

The Village of Franklin Park, Water Division needs to schedule an appointment to upgrade your transponder to our new Neptune system. Appointment should not take more than 20 minutes.

It would be greatly appreciated if you would call us to schedule your appointment so we can upgrade your transponder.

You are one of the remaining residents that have not had their transponder upgraded and it is imperative we schedule this appointment at your earliest convenience.

Please call us at 847-671-8252 or email ekubkowski@vofp.com , Monday-Friday, 8am-4.30pm.

Thank you,

Franklin Park Utilities Department
847 671 8252

FINAL NOTICE
Please contact Village of Franklin Park Water
Department ASAP.
847-671-8252 or ekubkowski@vofp.com.

COVID Impacted Upgrades



Village staff could not enter homes during the pandemic.



Parts were unavailable due to post-pandemic supply chain issues.

Call (847) 671-8252 or email ekubkowski@vofp.com to schedule your in-home transponder replacement, to discuss your bill, adjustments, develop a payment plan, waive late fees, and/or even reduce some charges.

Water Meter Transponder Replacement

- If you have NOT had your transponder replaced call immediately.
- Water department employees replace the meter's transponder inside your home in about 20 minutes.
 - They are only there to upgrade the meter's transponder.
 - They do not look for any code violations or other issues.



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Water Meter Transponder Replacement



If you have **NOT** had your transponder upgraded, you will continue to get an estimated bill.

- When your existing transponder can no longer transmit **actual** use, an **estimate** is charged.
- The new transponder will transmit your actual usage recorded in the meter from the point in time when it went into estimate mode.

Call (847) 671-8252 or email ekubkowski@vofp.com to schedule your in-home transponder replacement, to discuss your bill, adjustments, develop a payment plan, waive late fees, and/or even reduce some charges.

Water Meter Transponder Replacement

- Some residents may receive an unusually high bill after the transponder is upgraded and others have received reimbursements.
- You must call the water department to have your rate adjusted to reflect the lowest annual rate charged during the time you were being estimated.

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Water Meter Transponder Replacement

- If you receive a large bill after upgrading **this is NOT your new monthly charge.**
 - It is a one-time adjustment going back to when your meter went into ESTIMATED mode.
 - Going forward, monthly charges will reflect your actual monthly usage.

Call (847) 671-8252 or email ekubkowski@vofp.com to schedule your in-home transponder replacement, to discuss your bill, adjustments, develop a payment plan, waive late fees, and/or even reduce some charges.

Water Meter Transponder Replacement

- **If your bill seems high, contact the Village – it can also mean you have a leak.**
 - Check to make sure that your faucets and toilets are not leaking or running.
 - A Water Department employee can help locate the leak or solve the problem.



Call (847) 671-8252 or email ekubkowski@vofp.com to schedule your in-home transponder replacement, to discuss your bill, adjustments, develop a payment plan, waive late fees, and/or even reduce some charges.

The Village can only use water funds to purchase water or for water, sewer, and flood protection projects and related equipment.



Above & Right: Modern water infrastructure being installed along Schiller Blvd.

- Water funds are restricted by law and cannot be used for any other general expense.
- Water funds are used for water and sewer projects and equipment.

Call (847) 671-8252 or email ekubkowski@vofp.com to schedule your in-home transponder replacement, to discuss your bill, adjustments, develop a payment plan, waive late fees, and/or even reduce some charges.

If your bill says **ESTIMATED**, call the water department to schedule to have your transponder replaced **AS SOON AS POSSIBLE**.

Call (847) 671-8252 or email at ekubkowski@vofp.com.

Weekend and evening appointments are available.

Assistance is available in Spanish & Polish.

Appointments available on weekends and evenings for your convenience.